



March 13, 2020

Dear Valued Customer:

We want to reassure all our customers that Food Safety, and the safety & well being of all our customers, employees, and supply partners continue to be our top priority. Given the current COVID-19 (“coronavirus”) crisis, we have implemented several enhancements to our already robust Food Safety Program, including:

- Increased flexibility for sick leave for employees
- Not allowing any employees who feel ill to work
- Increased observation of employee health while at work
- Emphasizing respiratory etiquette in addition to hand hygiene
- Increased environmental cleaning & disinfecting of warehouse, office, trucks, and equipment
- Further restricted access to our facility for employees and visitors. No person that has travelled to heavily affected regions (China, Hong Kong, Italy, Iran, South Korea, ETC) will be permitted to enter prior to a 14 day self-quarantine. The list of regions is subject to change.

Our company has a Crisis Management Plan, and we are constantly monitoring the situation to see if we need to make any changes to our operations. We will take guidance from Government and Health Authorities and comply with their direction. We encourage everyone to keep up to date on this issue via the Public Health Agency of Canada (<https://www.phac-aspc.gc.ca/>).

Fresh Forward, along with the Pro*Act Network of Fresh Produce Distributors across North America will continue to provide safe, top quality fresh food to our customers during this crisis. Our Buying Office has a Business Continuity Plan to ensure we are able to source the best quality fruits and vegetables in these challenging circumstances.

Thank you for your support! Stay Well & Be Safe!!

Sincerely,

Craig Mackenzie

President

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CPMA MEMBER


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